CENTRAL REGISTRY
PROCEDURE MANUAL

Subject: Compatibility View Settings	Number: 650-83
Effective Date: 1/22/2018	

PURPOSE:
To provide instructions on how to update compatibility view settings in Internet Explorer.
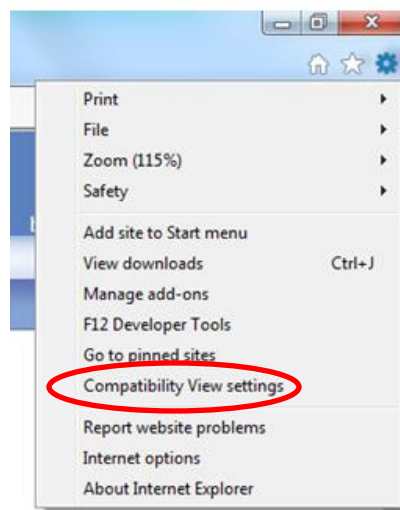
GUIDANCE:
Certification staff may log into the Central Registry and discover a blank screen, receive error codes when processing a certification or find that they are unable to finish/approve a certification. This is usually related to incompatibility with the browser, Internet Explorer, which is the only browser than supports MLO at this time. Internet Explorer updates weekly and you can lose your compatibility setting when it updates. It is important to check compatibility view settings weekly or if you have not logged in for a while.

PROCEDURE:
1. Log in to the Central Registry using Internet Explorer as your browser. On the top right hand corner of your screen, click on the "gear" icon (a) or tools by pressing Alt X (b) in the browser.
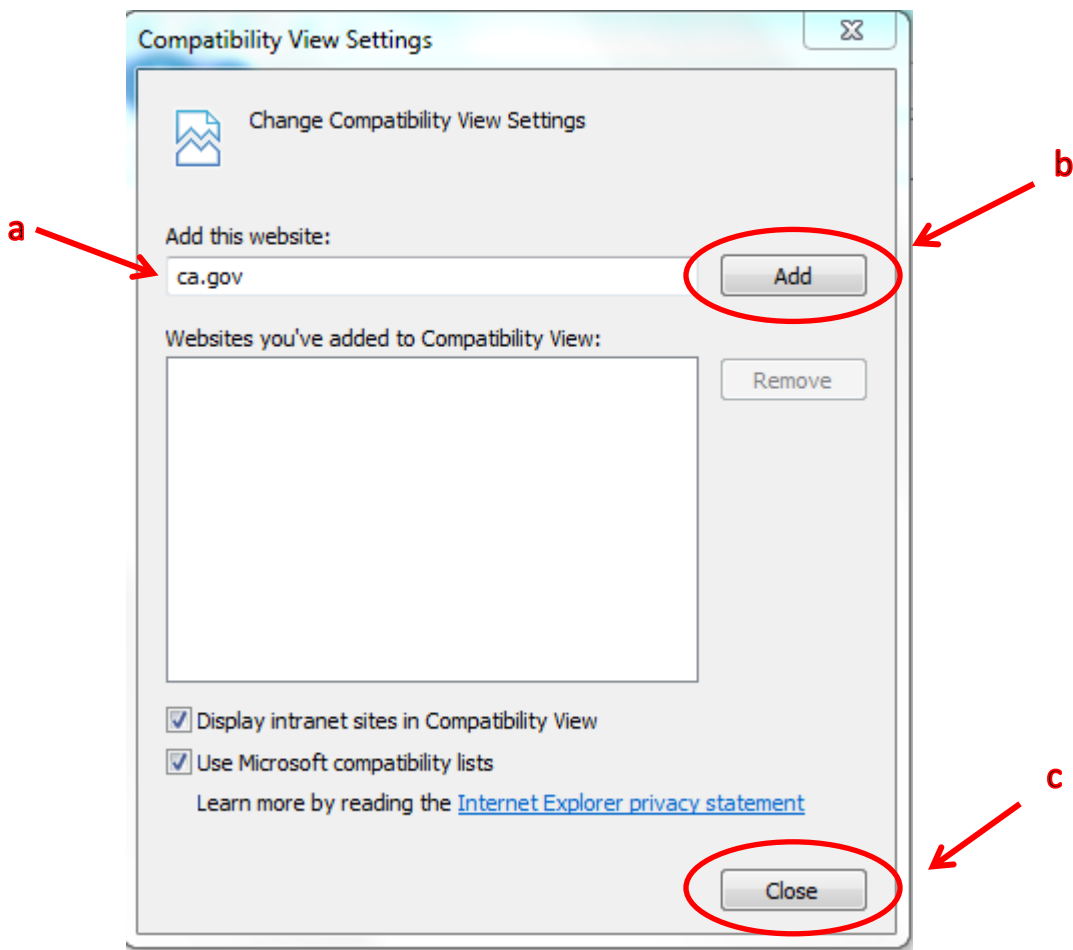

2. Once the drop down appears, you will scan down the menu and click on Compatibility View Settings.

For questions, please contact the EMSA BLS Coordinator at (916) 431-3717

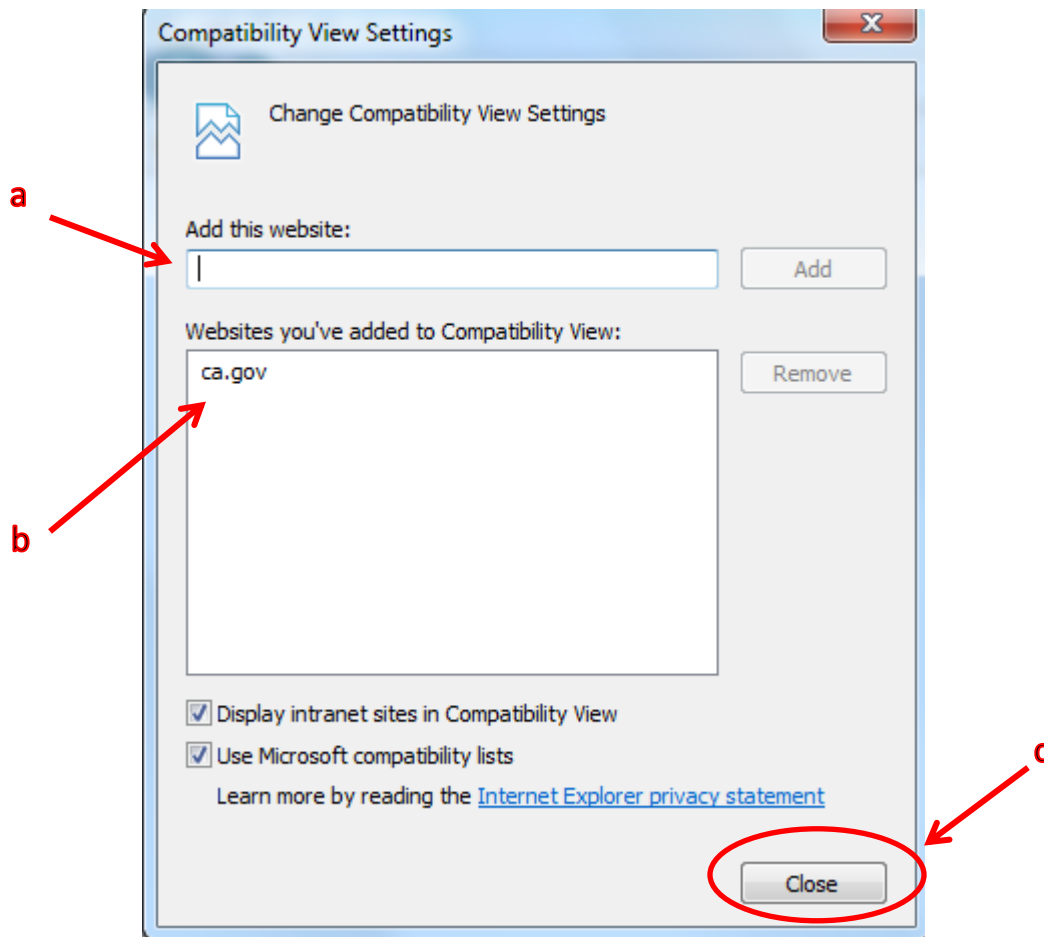| Subject: Compatibility View Settings	Number: 650-83
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3. Next, you will see the following Compatibility View Settings screen. If the link **ca.gov** (a) is listed in the box titled "Add this website," then your browser is currently <u>NOT compatible</u> with MLO. You will need to click "Add" (b) and then click Close (c). If the box is empty, go to step #4.

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4. If the "Add this website" box is empty (a) in the Compatibility View Settings screen, most likely Internet Explorer is already compatible with the link to MLO (ca.gov) on your computer. It will show in the bigger box below (b). At this point, you can close the screen (c).

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5. Go back up to the top of your screen where you see the browser (a) and REFRESH your screen (b). This is an important step as the system remembers prior status. You may also have to log out of MLO and log back in to verify that the compatibility updated.
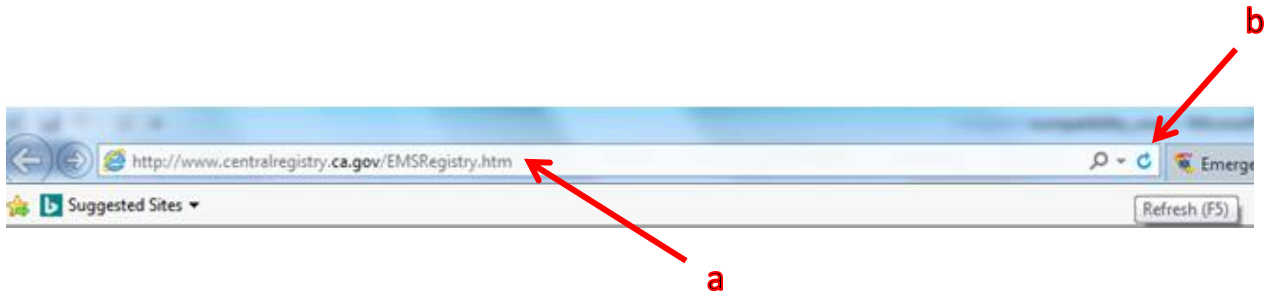
6. If you continue to have blank screens or error codes after checking compatibility, you may need to reboot your computer and see if that corrects the problem. If all else fails, send a helpdesk request to mlohelpdesk@emsa.ca.gov defining the problem and sending a screenshot that does not include any confidential information.